

APPENDIX E-229 P

REINSTATEMENT OF CUSTOMER CREDIT CARD

1. PURPOSE

This appendix is applicable to chapter 40 and describes the processing of Reinstatement of Customer Credit Cards, DIC FTZ, appendix B-229. This card is prepared and submitted when required as outlined below after receipt of Report Customer Excess Materiel (DIC FTE) and DSCs notification to customer of credit authorization on the reply to Report of Customer Excess Materiel (DIC FTR).

a. When the input Material Receipt Card (MRC), DIC D6_, is a final shipment or Materiel Adjustment Card, DIC DAC, reflects a Condition Code for less value than the condition of materiel accepted by the DSC, for credit.

b. When the CRCF reflects no receipts recorded within the authorized processing timeframes of 60 days for domestic customers and 120 days for overseas customers or a partial receipt record within the authorized processing timeframes.

c. When the customers examine local records (as result of receipt of Report of Customer Excess Materiel Received, DIC FTZ, reflecting a partial quantity/dollar value) and is in disagreement with the DSC decision, they may request reinstatement of credit authorization.

d. A receipt action (DIC D6_), is posted to the CRCF without a corresponding Report of Customer Excess Materiel being recorded.

NOTE: MRCs, DIC D6_ posted to the CRCF without a corresponding Report of Customer Excess Materiel, will be retained on record for 45 days subsequent to date of posting. Reports of Customer Excess Materiel, DIC FTE, will be retained in the CRCF for one year beyond the date closed. (Date closed is the date a final action completes the record or the date of expiration of the processing timeframes of 60/120 days.) This action is necessary to notify the Financial Subsystem to prepare Detail Billing (adjustment) Card, DIC FD2.

2. APPENDICES USED IN THIS PROCESS

- a. Appendix A-42, Action Codes.
- b. Appendix A-51, Customer Excess Transaction Status Codes.
- c. Appendix B-21, Materiel Receipt Card (Other Than Procurement Instrument Source).
- d. Appendix B-39, Report of Customer Excess Materiel.
- e. Appendix B-63, Customer Excess Returns Inquiry Card.

- f. Appendix B-104, Transaction History File Inquiry Card.
- g. Appendix B-117, Due-In File Inquiry Card.
- h. Appendix B-179, Request for Standard Supply Control Study (SSCS) Card.
- i. Appendix B-229, Reinstatement of Customer Credit Card.
- j. Appendix D-11, Reinstating a Previously Reversed Credit.
- k. Appendix F-38, Printout of CRCF by Document Number.
- l. Appendix F-110, Transaction History File Printout.
- m. Appendix F-167, Standard Supply Control Study.
- n. Appendix F-184, Due-In File Printout Inquiry List.
- o. Appendix F-195, Excess Returns Acceptable Condition Code Table 015.

3. RESPONSIBLE ORGANIZATIONAL ELEMENT

The Inventory Accounting Branch, Stock Control Division, DSO, is responsible for processing customer requests for reinstatement of credit, and for preparation of the Reinstatement of Customer Credit Card. Those requests that require other than routine processing should be referred to the MSO, and subsequently elevated to DSO for review and decision when appropriate.

4. PROCEDURES/INSTRUCTIONS

a. Requests from a customer for reinstatement of credit must meet the following criteria before reinstatement action will be considered:

(1) Dollar value criteria:

(a) The line item value for reinstatement requests from DoD activities must equal or exceed \$20.

(b) The line item value for reinstatement request from civilian activities must equal or exceed \$20.

(2) Timeframes criteria:

(a) Requests from the customer may be submitted 60 calendar days after the shipment date reflected in the DIC FTM card when DIC FTZ has not recieved.*

(b) Requests from the customer may be submitted 45 days after FTZ status has been furnished by the DSC but credit billing has not been received.*

(3) Requests for reinstatement of Credit for documents more than one and one-half years old cannot be processed as they are beyond DSC capability to effectively research.

*Normally, followup submissions such as outlined in subparagraphs (1) and (2) above are received via DICs FTT and FTP documents through AUTODIN.

b. The Reinstatement of Customer Credit Card is prepared in the format of appendix B-229. Information for the preparation of the card will be obtained from the following:

(1) Receive the customer request for reinstatement of credit authorization by letter, teletype, or telephone (telephone calls are to be completely documented in accordance with local DSC procedures), citing full particular/reasons reinstatement of credit authorization is requested; and when applicable, citing proof of shipment of materiel.

NOTE: The customer is responsible for (and may be requested to) furnishing proof of shipment of materiel, but not proof of delivery. Proof of shipment consists of advice as to date of shipment, bill of lading number (if applicable), mode of shipment, depot to which shipped, and document number(s) of DD Form 1348-1 constituting the shipment.

(2) Processing personnel will always obtain a CRCF Printout, appendix F-37, under the Document Number(s) involved, in accordance with appendix E-063 P. The additional products may be necessary under individual circumstances:

(a) A Due-In File Printout Inquiry List, appendix F-184, under the NSNs involved.

(b) An SSCS, appendix F-167, under the NSN(s) involved.

(c) A THF Printout, appendix F-110, under the NSN(s) involved.

(d) The Item Jacket Files or other in-house records for NSN(s) involved.

(3) The above printouts may be obtained by preparation and input of the following File Inquiry cards:

(a) Due-In File Printout, appendix F-184, by Due-In File Inquiry Transaction, appendix B-117, DIC ZCJ, with Action Code KI (Due-In Key NSN).

(b) SSCS, appendix F-167, by SSCS Inquiry Transaction, appendix B-179, with Study Output Reason Code IM (Manager Request).

(c) THF Printout, appendix F-110, by THF Inquiry Transaction, appendix B-104, DIC ZCB, with Action Code HH (printout all receipts, DIC D4_/D6_). Coordination with ODS must be obtained prior to input.

(4) Processing personnel, by review of available records, will determine:

(a) Whether or not materiel in question has actually been received under the NSN originally reported by the customer or a different NSN, which could be an acceptable member of a family (as a result of classification and inspection) or a typographical error in the NSN or Document Number field(s) of the MRC.

(b) When materiel has been received, whether or not originally granted but reversed (canceled), credit should be reinstated/granted.

(5) When the materiel in question has not been reported received, by a distribution activity, and the document numbers, furnished as proof of shipment by the customer, are valid; the distribution activity will be requested, by letter or TWX, to:

(a) Determine whether or not shipment under the cited bill of lading number has been received and when affirmative, furnish a duplicate MRC, by mail, with an explanation of prior actions taken.

(b) Effect tracer action in accordance with DLAR 4500.3, paragraphs 220009 and 220011, and advise the DSC of action taken. (See note 1.)

(c) The DSC (DSO) will continue research on receipt of distribution activity reply.

(d) Prepare a Reinstatement of Customer Credit Document, citing DIC FTZ, Project Code 999 in the format of appendix B-229, with the NSN, document number, and Condition Code of the materiel actually reported. (See note 2.)

(6) When the materiel in question, for which credit authorization was previously granted, has been received on an MRC, DIC D6_, with a typographical error (though a valid NSN) in the stock number field, action will be taken to:

(a) Reverse the erroneously reported receipt, by preparation and submission of a Materiel Receipt Reversal Card, DIC D6_, appendix B-21, with an 11 X overpunch in pos. 25, under the incorrect NSN.

(b) Prepare a valid MRC, DIC D6_, appendix B-21, with the correct NSN.

(c) Prepare a Reinstatement of Customer Credit Document, citing DIC FTZ, Project Code 999, in the format of appendix B-229, with the NSN and document number of the materiel actually received.

NOTE 1: In such case a customer's Mode of Shipment is untraceable, i.e., parcel post, and the item weight (NIR) is suitable for parcel post shipment (less than 20 lb.) reinstatement action will be taken.

NOTE 2: Appendix B-229 is a modification of a Report of Customer Excess Materiel, DIC FTE, appendix B-39, tailored specifically for the reinstatement of previously granted, but reversed credit authorization. Materiel reinstatement of previously granted, but reversed credit authorization is based on the presence of Project Code 999 in pos. 57-59. This code has been assigned for DSCs use in the reinstatement of credit and may not be used for any other purpose.

(d) Forward all three documents to ODS through Data Entry services, for mechanical validation and processing.

(e) Advise the customer (by letter, telephone, or teletype) that the discrepancy has been resolved and that credit will be furnished (reinstated) in a future Billing List.

(f) Forward one copy of the customers request for credit reinstatement and the reply (approval) to the Office of the Comptroller, for use in supporting future Billing Lists.

(7) When the materiel in question, for which credit authorization was previously granted, has been received on a MRC, DIC D6_, with a typographical error in the Document Number field, action will be taken to:

(a) Prepare a Reinstatement of Customer Credit Document, appendix B-229, citing DIC FTZ and Project Code 999, with the NSN and correct document number.

(b) Forward this document to ODS through Data Entry services for mechanical validation and processing.

(c) Advise the customer (by letter, telephone, teletype) that the discrepancy has been resolved and that credit will be furnished (reinstated) in a future Billing List.

(d) Forward one copy of the customer request for credit reinstatement and the reply (approval) to the Office of the Comptroller, for use in supporting future Billing Lists.

(8) When the materiel actually received, as/was properly reported/stocked under an NSN (item of supply) different from the NSN reported, on a Report of Customer Excess Materiel, DIC FTE, and accepted by the DSC, is acceptable for credit, action will be taken in accordance with subparagraph b(7) above.

NOTE: This situation can develop when a preferred standard item in a family or Procurement Group is reported by the customer and accepted by a DSC for credit and inspection (on receipt at a distribution activity) reveals that a related standard member of a family or Procurement Group was actually received; and the item received is acceptable for credit.

(9) When the materiel actually received, is/was properly reported/stocked under an NSN (item of supply) different from the NSN reported, on a Report of Customer Excess Materiel, DIC FTE, and accepted by the DSC, is not acceptable for credit; the customer is denied (by letter, telephone, or teletype) citing full particulars of the results of investigation.

(10) When the credit authorization reversal was based on receipt of materiel in a physical condition of lower dollar value than the condition reported on the Report of Customer Excess Materiel, DIC FTE, and was not acceptable for continuance of credit (based on the Table of Excess Returns Acceptable Condition Codes, Management Policy Table Codes 015, appendix F-195) action will be taken to:

(a) Review the documentation supporting the Accountable Records, e.g., Discrepancy reports, Reports of Over, Short, or Damaged Freight Data, and Reports of Packaging and Handling Deficiencies, to determine

if the lower Condition Code reported received is attributed to damage inflicted by the carrier and if affirmative whether or not costs are being recovered from the carrier.

1. When it is determined that the lower condition of materiel received is attributable to damage by the carrier and costs are being recovered from the carrier, and that the customer is properly entitled to credit previously granted, action will be taken IAW subparagraph (b) (7) above.

2. When it is determined that there is no evidence of damage, which resulted in the receipt of the lower valued materiel, the customer will be advised that the request for reinstatement of credit is denied (by letter, telephone, or teletype) citing full particulars of the results of investigation.

(b) Complete the Data Entry form in accordance with instructions in appendix B-229.

c. Before a Reinstatement of Customer Credit Card, appendix B-229, is processed, ensure that the 120/180 day timeframe that the customer has to ship the materiel is computed as follows so that proper credit/noncredit will be granted:

On all FTEs, the 120/180 days will be computed from the date of the DIC FTR response.

5. FLOW CHART

Flow chart not required.